

Clerical and Office Branch
Office Machine Operation Group
Public Safety Dispatch Series

PUBLIC SAFETY SENIOR DISPATCHER-FIRE

11/02 (AM)

General Purpose

Under general supervision, on assigned shift, perform complex Fire Department radio dispatching and call taking functions which include triaging medical calls, training and evaluating section personnel.

Typical Duties

Receive, relay and transmit routine and emergency radio message and telephone calls. Involves: Screen calls for appropriate response. Scan city maps and alarm register to determine location of emergency. Contact appropriate units by radio and relay necessary information concerning the nature and location of emergency using computerized phone switch, paging system, and Computer Aided Dispatch (CAD). Respond to radio, mobile computer terminal (MCT) and telephone requests from responding units. Coordinate communications for multi-unit, multi-agency responses. Maintain awareness of availability of hospital and private ambulances, and knowledge of required policies and procedures and medical protocols. Contact utilities, other public safety agencies, special teams, investigators, medical personnel, hospitals, poison control, private citizens or supervisor as necessary. Provide self-help to caller or refer them to supervisor. Simultaneously coordinate activities of multiple units at scene. Maintain records of current unit status and manage system status to maximize level of departmental capabilities. Operate computer terminal to maintain call documentation and system status reporting.

Maintain data, command, medical and other related logs and record. Involves: Post updates and changes to City maps and street locator guides. Operate computer terminal to maintain record of call location, nature of call, units dispatched and final disposition. Log records into computer systems. Operate call recording equipment. Record status, condition and location of hydrants, sprinkler and other public safety systems.

Evaluate performance of dispatchers to assure established quality standards are maintained. Involves: Monitor calls in progress and recommend appropriate personnel or equipment to be dispatched in difficult or unusual cases. Randomly or selectively review calls for compliance with established telecommunication response standards and medical protocols notify appropriate supervisor of deviations and recommend remedial action. Perform follow up checks, incident documentation and report writing.

Conduct required training programs in policies and procedures for dispatch personnel. Involves: Confer with higher level staff to identify training needs. Develop training manuals, course outlines and other instructional materials. Teach courses. Maintain related records, such as course attendee lists, continuing education units earned or other participation in employee training. Implement procedures to measure effectiveness of training.

Perform related incidental duties contributing to realization of unit or team objectives as required. Involves: Substitute for supervisors and coworkers as qualified by carrying out specific functions to maintain continuity of ordinary operations. Provide specified support for miscellaneous projects or activities by higher graded personnel as instructed. Monitor and notify supervisor of communication problems and equipment malfunctions. Explain and demonstrate work performed to assist supervisor with orientation and general development of less knowledgeable employees. Engage in assignments pertaining to functions of other positions for training purposes under close supervision. Participate in special projects such as emergency management drills. Prepare and submit recurring and special status reports. Keep tools, equipment and work area orderly, safe and clean.

Knowledge, Skills and Abilities:

- Considerable knowledge of City and departmental rules, regulations and procedures pertaining to radio and telephone operation and dispatching.
- Considerable knowledge of City streets, intersections and geographical layout addressing system.
- Good knowledge of record keeping methods.
- Some knowledge of 911 call taking procedures.
- Some knowledge of public safety dispatching training curricula and material development and presentation.
- Ability to determine appropriate fire and medical transport units, personnel or equipment to be dispatched in routine and difficult or unusual incidents.
- Ability to make quick and accurate decisions regarding the extent of an emergency based on understanding of reported situations, and established procedures and protocols.
- Ability to operate radio communication equipment.

- Ability to read and interpret maps and street locators.
- Ability to track location and activities of operating field units.
- Ability to simultaneously monitor multiple computer screens.
- Ability to understand and assure compliance with Federal Communication Commission, departmental or other rules and regulations.
- Ability to develop and conduct appropriate training courses.
- Ability to express oneself clearly and concisely to explain information to the general public and staff over the phone, by radio or in person.
- Ability to establish and maintain effective working relationships with fellow employees and the general public.
- Ability to maintain records and prepare reports.
- Skill in safe operation and care of computer aided dispatch terminal, keyboard and related equipment.

Other Job Characteristics

- As essential personnel, subject to mandatory recall and flexible or extended work hours including weekends, holidays and emergencies
- Must type 35 words per minute.
- Must successfully pass audiogram, drug screening and stringent background investigation.
- Continuously sit, wearing a headset while using a foot pedal to operate audio and voice communication equipment.

Minimum Qualifications

Education and Experience: Equivalent to graduation from high school or G.E.D. and four (4) years experience in radio or telephone dispatching, including two (2) years public safety or similar operational dispatching.

Licenses and Certificates: Must have successfully completed by time of application: American Heart Association Cardio-Pulmonary Resuscitation (CPR) Health Provider Course or equivalent, Basic First Aid, and Association of Public Safety Communications Officials (APCO) Telecommunicator and Emergency Medical Dispatcher courses. Must maintain local and state certifications during course of employment, to include Department and Division requirements for continuing education credits.

Human Resources Director

Department Head